

CSHS REGIONAL RESOURCE GUIDE – REGION 7

Bienville – Bossier – Caddo – Claiborne - De Soto – Natchitoches - Red River – Sabine - Webster

Organization	Contact		Services/Information	Eligibility	Physician Referral
Advocacy Center www.advocacyla.org	Toll free Spanish/Vietnamese	800-960-7705	No cost legal services Advocacy/outreach/training Education/Access/Voting	Persons with disabilities and elderly	No
Child Care Assistance Program (CCAP) www.louisianabelieves.com	Toll free	877-453-2721	Child care assistance for children under 13 or under 18 with a disability	Financial criteria	No
Child Protection Investigation www.dchs.state.la.us	State hotline-report*	855-4LA-KIDS 855-452-5437	Investigates/validates child abuse/neglect claims	Birth thru 17 yrs	No
Children's Special Health Services (CSHS) www.dhh.la.gov/cshs	Main	318-676-7488	Regional sub-specialty medical clinics and care coordination services	Financial/Medical Criteria NB – 21 yrs	Diagnosis from MD
Dental Services (MCNA) www.mcna.net/	Main Number	800-494-6262	Dental Services	Medicaid Eligible *MCNA web site	No
Dept. of Education - Exceptional Children Pupil Appraisal www.doe.state.la.us	Bienville Bossier Claiborne Caddo Parish De Soto Natchitoches Red River Sabine Webster	318-263-7968 318-549-6119 318-927-2496 318-603-6700 318-872-6550 318-352-2358 318-932-4081 318-256-9228 318-377-7052	Developmental Screening; Special Education preschools; ST, OT, PT	Age 3 - 21 years Developmental Screen 3 – 5 yrs	No
Early Intervention Early Steps www.dhh.la.gov	Main Toll free	318-226-8038 866-676-1695	Developmental Screening and Early intervention; OT, PT, ST	Ages birth – 3 years	No
Emergency/Disaster					
Am Red Cross www.louisianaredcross.org	Am Red Cross Toll free (ARC)	318-865-9545 800-229-8191	Emergency relief Vietnamese/Spanish Evacuation guides		No
United Way www.unitedwaynwla.org	United Way	318-677-2504 211	Resource links		No
Dept of Family Services www.dchs.state.la.us	Family Services	888-LAHELPU 318-676-7100	24 hr hot line; SSI; WIC; Medicaid; Food Stamps	Financial criteria	No
Families Helping Families www.fhfregion7.com Bayou land FHF Information Center www.blfhf.org	Main Toll free Family2Family Information Center	318-226-4541 877-226-4541 800-331-5570	Information & Referral; Education & Training; Peer to peer support	No out of pocket	No
Health Insurance Marketplace www.healthcare.gov	Statewide – National Marketplace	800-318-2596	Health Insurance plans	Financial Criteria	No
Medicaid/Healthy LA	Information Line	855-229-6848	Medicaid/Healthy Louisiana (*formerly Bayou Health)	Medicaid Eligible	
Aetna Better Health Amerigroup AmeriHealth Caritas LA HealthCare Connections United HealthCare	Aetna Amerigroup AmeriHealth LA HealthCare United HealthCare	855-242-0802 800-600-4441 888-756-0004 866-595-8133 855-650-6627	Medical, Dental, and behavioral health provider links	Medicaid Eligible	No
Insurance Helpline*					
Healthy Louisiana Special Needs Help-line kcscallan@gmail.com (email)	Statewide Help-line Text, email, or call*	504-300-5117	Medicaid/Medicaid MCO Free assistance with complaints/claim denials and service approvals	Child/adult behavioral health & medical claims *child dental	No

Care Coordination/Medical Home Resources Region 7

Bienville – Bossier – Caddo – Claiborne - De Soto – Natchitoches - Red River – Sabine - Webster

Organization	Contact		Services/Information	Eligibility	Physician Referral
Mental Health Services – Community Services www.dhh.la.gov	Main	318-676-5111	Mental Health Services	Call for screening	No
	After hours	866-416-5370	Addictive Disorders After Hours: crisis		No
Child and Adolescent Response Team (CART)	C.A.R.T. 24 hours	866-416-5370	Counseling/advocacy/referral	Under 18 yrs	
LSU Psychiatry Center	LSU Main	318-813-2445	Outpatient MH/Addiction Tx	Child-Adult	Yes
Mental Health Support – Louisiana Federation of Families for Children's MH www.laffcmh.org	Main Parent Line	225-293-3508 800-224-4010	Information & Referral; Education/training/family mentoring; Peer to peer mentoring thru 24 yrs	Caregiver & children/youth with emotional, BH/MH issues	No
Office for Citizens with Developmental Disabilities Community Services www.dhh.la.gov	Main	318-741-7455	OCDD - Cash subsidy; Individual & Family Support; Support Coordination; Supported living; Voc, Rehab & Transition Svc. OT, PT, ST; Technical Assistance; DD Training and Education; MH	Persons with Developmental Disabilities. Autism, Mental Retardation, CP (severe), Epilepsy (severe)	Yes MD signs enrollment
NW Resource Center on Developmental Disabilities	Shreveport Resource Center	318-676-7650			
Parenting/Pregnancy Nurse-Family Partnership www.nursefamilypartnership.org	Caddo, Bossier Desoto, Webster	318-862-9930	Supports -pregnancy thru infancy (1 yr) in-home nurse visits, mentoring/education	*First time mom, enroll before 28 wks gestation	Yes
Personal Care Services www.dhh.la.gov	Main Toll free	225-342-9485 877-455-9955	Personal Care Services (EPSDT)	Ages birth - 21 yr Medicaid eligible	Yes MD signs app
Prescription Assistance – Partnership for Prescription Assist www.pparxla.org	PPA	888-477-2669	Rx assistance	Financial criteria Low/no cost	No
St. Vincent De Paul	St. VDP	504-940-5031	ST. VDP Mon/Wed 8-10		
CENLA (CMAP)	CENLA	888-443-7494		generic formulary- *med list available at store website	Valid rx
Wal-Mart walmart.com Kmart kmart.com	Local area store	*call/go to pharmacy	\$4-5 / 30 day supply \$10-15 / 90 day supply		
Shriner's Hospitals for Children www.shrinershospitals.org	Main	318-222-5704	Orthopedic conditions; Surgery; Therapy; DME	No out of pocket cost, *must keep appointments	Diagnosis from MD
Social Security Admin (SSI) www.ssa.gov	SSA	800-772-1213	Income for disabled Reapply , if denied	Medical Criteria	Diagnosis from MD
Transportation Medicaid/Healthy LA www.dhh.la.gov	Medicaid Amerigroup Plan Aetna AmeriHealth Louisiana Healthcare United Healthcare	855-325-7565 866-430-1101 877-917-4150 888-913-0364 855-369-3723 866-726-1472	Non-emergency medical transport (cab) to/from medical visit- parent/child *Must schedule 2 days before appointment	Medicaid Eligible	No
Vocational Rehab LA Rehab Services (LRS) www.laworks.net	Regional Office	318- 676-7155 800-737-2966	Voc rehab/work support for persons with disabilities Voc counseling & referrals	Eligibility assessment	No
WIC-Nutrition Supports Women Infants and Children Program (WIC) Partners for Healthy Babies- http://1800251baby.org/	Toll free National helpline Louisiana Bureau of Family Health	800-251BABY 800-251-2229	Food and formula Nutrition education Breastfeeding support Health and pregnancy resources	WIC program - financial criteria *Must keep MD appointments	MD signs WIC app & referral